

Warren County · Ohio

TELECOMatters

our monthly newsletter of things that matter. all things Telecom.

for County Coworkers

September 2017



That's a Wrap for Round 2 of ShoreTel Classes!

30 classes // 397 coworkers // Thanks to all who attended a 75-minute class at Telecom or welcomed our Community Manager to their desk for a one-on-one. Going forward, use us as a resource when you forget a feature, when you wonder if the phone can do a certain function, or when you need to customize your settings. The class PowerPoint and QuickSheet will stay out on our website indefinitely.

Don't have your phone yet? Haven't been told to attend a class yet? You must be part of Phase 3 coming later this year!

Which Prefixes Are Still Good to Share with Friends/Family and Colleagues?

You should only be publishing your extension with (513)695 or (513)925. A couple years back we discontinued the other prefixes for non-emergency numbers in an effort to save the County money. So update those business cards and email signatures if necessary!

FAQ's

Q: How Can I Quickly Transfer if I Don't Know the Intended Coworker's Extension?

A: <Transfer> <Directory> Spell the coworker's name, press <Select> softkey.

Q: If my voicemails are forwarded to email and I don't check the voicemail from my phone, will my inbox fill up?

A: No, as soon as your phone recognizes the voicemail is forwarded to email, it's marked 'read' and the 7-day countdown begins.



www.WarrenCountyTelecom.com | www.facebook.com/WarrenCountyTelecom
www.twitter.com/wcoh_telecom | www.youtube.com/warrencountytelecom

HELP@WCOH.NET

695-HELP

What Rounds 1 & 2 Thought of the ShoreTel Class (with feedback from our Trainer)

ROUND TWO (Summer 2017)

- The class was very informative. Enjoyed it very much.
- Well done!!
- A video tutorial that can be accessible may be better suited for most people as opposed to the class.
- Allison did a great job with the training. I would like to see her offer another follow up class after we actually get the phones and have tried them out so we can refresh difficult areas.
- I wish there was more training on the parking section, or let us try it in the classroom. But other than that it was fine.
- Great job!
- The training was helpful but using the phone in a real situation will help with learning the functions faster.
- Allison did a great job and was very personable.
- I am sure once I get the phone can have the opportunity to use it, my confidence level will increase. At first I thought 75 minutes seemed like it would be too long but the class was well organized and the time flew by. Allison did a great job explaining everything and keeping everyone engaged.
- Good training, worth the time. Thanks!
- great job! was not at all a struggle to sit thru. very useful info!!
- For detention staff, they will never use any of the functions except transfer and hold. Maybe have 2 separate trainings based on level of need for staff members of those who answer 20 calls in an hour and those who answer one a day and transfer. JDC staff still enjoyed it, though.
- She was patient in explaining for those who has questions and answered thoroughly.
- Thanks for a great interactive class! It was very easy to follow and well worth it!
- The training is really not relevant to my particular job, I likely will need to be able to answer and transfer.
- The trainer was outstanding!!!!
- Great Class
- nothing to add
- Kudos to Allison Lyons She is a great instructor she did a really good job showing us the functions of the phone.
- Nice training. Thought it would be too long but it moved along at a nice pace.
- The only suggestion I have is to do a quick review of the the first thing covered ie park and unpark at the end bc there was so much great information throughout that I kind of forgot the very first thing we learned. Great job!
- Thanks for the training!

- good class
- As a former Trainer, I say, "Well done, Allison!"

The PowerPoint is accessible from our website, is self-paced, and illustrative to focus on key features you need to more help with. It can be adapted into a video though, thanks for the idea!

Students have always been welcome to attend a 2nd class, with some doing that. Most classes did practice parking, witnessing the :10, 1:10 beeps and 2:00 ring-back.

ROUND ONE (Winter 2017)

This prompted me to increase the class to 75-minutes

- Good job!
- Excellent attitude in class and after
- Generally a good presentation; time was a little bit short for the amount information given that it was an entirely new system, not just some new features.
- The presentation was very good. I'm not on the phone very much, but the new system is a big improvement for our agency.
- It was great to interact with the phone rather than just have slides.
- Allison does a great job keeping the class practical and hands on. She obviously knows her material and does a great job presenting it. She is an asset!
- Thanks for the help with the new phones.
- the time of the class could have been slightly longer
- Your not anonymous if you provide your email.
- Allison did a great job explaining the features of the phone. I thought the length of the training was perfect. The additional handouts also helped.
- Alison was very good in her presentation. It was an awful lot of information to absorb for sure. Need to go back over it.
- Great Training!
- Allison did a great job as usual!
- make sure people know where to park before they arrive at training

Parking and directions have always been noted on the SignUpGenius link.

ENTRY INTO TELECOM: park in front of 500 Justice and walk to rear of building by radio tower. From either of 2 basement stairwells push the CALL box for access. Continue to the training room. Please do not park in numbered parking spots.

You may also enter through the Common Pleas Building front doors and security will escort you downstairs.

Location: Telecom Training Room 500 Justice Drive lower level

Created by: AL Allison Lyons ✕

Submit and Sign Up